

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:137
ANSWERED ON:13.08.2007
OVERCHARGING BY ISPS FROM SUBSCRIBERS
Reddy Shri Karunakara G.

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether some Internet Service providers (ISPs) charge subscribers for value additions without obtaining their explicit consent;
- (b) if so, the details thereof; and
- (c) the action taken/likely be taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a)&(b) No such complaint has been received regarding overcharging by Internet Service Providers (ISPs).

(c) TRAI had issued a Direction to Internet Service Providers on 12/09/2005 directing that "no chargeable service or optional packs shall be provided to a customer without his explicit consent and any service, which was earlier being provided free of charge, shall not be made chargeable without the explicit consent of the customer".